

➤ **Vendor: Microsoft**

➤ **Exam Code: MB-910**

➤ **Exam Name: Microsoft Dynamics 365 Fundamentals Customer Engagement Apps (CRM)**

➤ **New Updated Questions from [Braindump2go](#) (Updated in [August/2023](#))**

Visit Braindump2go and Download Full Version MB-910 Exam Dumps

QUESTION 113

Hotspot Question

For each of the following statements, select Yes if the statement is true. Otherwise, select No.

NOTE: Each correct selection is worth one point.

Answer Area

Statements	Yes	No
Once prerequisite segments are set up, a customer journey starts by defining the audience.	<input type="radio"/>	<input type="radio"/>
The audience in a customer journey can contain contacts and leads.	<input type="radio"/>	<input type="radio"/>
Using a customer journey, an audience member can receive an email immediately after a form is submitted. The audience member can receive another email one week later without a separate trigger.	<input type="radio"/>	<input type="radio"/>

Answer:

Answer Area

Statements	Yes	No
Once prerequisite segments are set up, a customer journey starts by defining the audience.	<input checked="" type="radio"/>	<input type="radio"/>
The audience in a customer journey can contain contacts and leads.	<input type="radio"/>	<input checked="" type="radio"/>
Using a customer journey, an audience member can receive an email immediately after a form is submitted. The audience member can receive another email one week later without a separate trigger.	<input checked="" type="radio"/>	<input type="radio"/>

Explanation:

Box 1: Yes

All journeys start with the participants:

Select Set audience (or, alternatively, select +). The Audience properties pane will appear on the right side of the page. Leave the default settings there (for example, Segment selected as the audience source type). Select the segment that you want to target with your campaign in the segment lookup field.

Box 2: No

Customer journeys can only target contacts, not accounts or leads, so be sure to create contact records for everyone you want to include in your customer journeys, and then associate each of them with any relevant accounts or leads.

Box 3: Yes

Customer journey audience receive email form submitted

Reference:

<https://docs.microsoft.com/en-us/dynamics365/marketing/manage-customer-information>

[MB-910 Exam Dumps](#) [MB-910 Exam Questions](#) [MB-910 PDF Dumps](#) [MB-910VCE Dumps](#)

<https://www.braindump2go.com/mb-910.html>

QUESTION 114

Hotspot Question

You are evaluating activity records in Dynamics 365 Sales.

For each of the following statements, select Yes if the statement is true. Otherwise, select No.

NOTE: Each correct selection is worth one point.

Answer Area

Statements	Yes	No
Phone call activities can be synchronized with Microsoft Outlook.	<input type="radio"/>	<input type="radio"/>
Custom activity tables can be created.	<input type="radio"/>	<input type="radio"/>
Timelines are a customizable way to display activity history.	<input type="radio"/>	<input type="radio"/>

Answer:

Answer Area

Statements	Yes	No
Phone call activities can be synchronized with Microsoft Outlook.	<input checked="" type="radio"/>	<input type="radio"/>
Custom activity tables can be created.	<input checked="" type="radio"/>	<input type="radio"/>
Timelines are a customizable way to display activity history.	<input checked="" type="radio"/>	<input type="radio"/>

Explanation:

Box 1: Yes

What fields can be synchronized with Outlook?

You can set synchronization for the entities listed in the following tables.

Entity: Phone Call

Outlook fields	Default sync	Settable sync	Customer engagement apps field	Notes
Date Completed	↔	↔, →, ←	Actual End	
Due Date	↔	↔, →, ←	Due Date	See below.
Importance	↔		Priority	Outlook has High Importance, Low Importance.
Notes	↔	↔, →, ←	Description	Outlook and Exchange can contain things like images and links. Customer engagement apps can only contain multiple lines of text.
Regarding	↔		Regarding	See Notes below.
Start Date	↔	↔, →, ←	Start Date	
Status	↔		Status	Computed from Activity Status and Status Reason.
Subject	↔	↔, →, ←	Subject	

Box 2: Yes

In Dynamics 365 for Customer Engagement, you can create custom activities to support the communication needs of a business such as instant messaging (IM) and Short Message Service (SMS). To create a custom activity in Customer Engagement, create a custom entity, and specify it as an activity entity using the EntityMetadata.IsActivity property.

Box 3: Yes

The timeline helps app users see all activity history. The timeline control is used to capture activities like notes, appointments, emails, phone calls, and tasks to ensure that all interactions with the related table are tracked and visible over time. Use the timeline to quickly catch up on all of the latest activity details.

Reference:

<https://docs.microsoft.com/en-us/power-platform/admin/what-fields-synchronized-outlook>

<https://docs.microsoft.com/en-us/dynamics365/customerengagement/on-premises/developer/custom-activities?view=op-9-1>

<https://docs.microsoft.com/en-us/power-apps/maker/model-driven-apps/set-up-timeline-control>

QUESTION 115

Hotspot Question

For each of the following statements, select Yes if the statement is true. Otherwise, select No.

NOTE: Each correct selection is worth one point.

Answer Area

Statements	Yes	No
When you qualify a lead, you must manually add the contact if it does not exist.	<input type="radio"/>	<input type="radio"/>
When you qualify a lead, you cannot create a new contact if a contact with the same name already exists, and duplicate detection is turned on.	<input type="radio"/>	<input type="radio"/>
You must save notes and attachments from a lead and attach them to an opportunity when the opportunity is created.	<input type="radio"/>	<input type="radio"/>

Answer:

Answer Area

Statements	Yes	No
When you qualify a lead, you must manually add the contact if it does not exist.	<input type="radio"/>	<input checked="" type="radio"/>
When you qualify a lead, you cannot create a new contact if a contact with the same name already exists, and duplicate detection is turned on.	<input type="radio"/>	<input checked="" type="radio"/>
You must save notes and attachments from a lead and attach them to an opportunity when the opportunity is created.	<input type="radio"/>	<input checked="" type="radio"/>

Explanation:

Box 1: No

On the command bar, select Qualify. Depending the lead qualification experience chosen by your administrator, you'll either see a prompt for creating the contact, lead, and opportunity records or you'll see a Processing message and the records will be automatically created.

Qualify Lead

×

Convert this lead as qualified and create the following records:

Account	Yes
Contact	Yes
Opportunity	No

OK

Cancel

Box 2: No

What happens when duplicates are found while qualifying leads?

When qualifying a lead, if a duplicate account or contact is detected while creating new records, a duplicate warning is shown to you. Depending on whether your system administrator has enabled the improved duplicate detection and merge experience, you will see the options to resolve duplicates.

Box 3: No

What happens to notes and attachments when leads are qualified?

When salespeople work on a lead, they use notes to store key information on the things they have researched about the lead. This could be information like new contacts at the site, current value of the contract, vendor information and so on. When a lead is qualified, these notes are displayed in the Opportunity record so that the information is not lost.

Reference:

<https://docs.microsoft.com/en-us/dynamics365/sales/qualify-lead-convert-opportunity-sales>

<https://docs.microsoft.com/en-us/dynamics365/sales/qualify-lead-convert-opportunity-sales#what-happens-when-duplicates-are-found-while-qualifying-leads>

QUESTION 116

A company uses Dynamics 365 Sales.

The company must use Export to Excel to edit multiple records. Microsoft Dataverse must update automatically. You need to select the option.

- A. Dynamic worksheet
- B. Static worksheet
- C. Dynamic PivotTable
- D. Open in Excel Online

Answer: D

Explanation:

Open your app data in Excel Online and make quick edits or do an ad-hoc analysis. You can make changes to your app data in Excel Online and then save the updated information back to your app.

QUESTION 117

Hotspot Question

A company implements cases in Dynamics 365 Customer Service.

You need to select the features that meet the requirements for a case.

Which feature should you use for each requirement? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Answer Area

Requirement	Feature
Automatically open a new case	<div>▼</div> <div>Convert To functionality</div> <div>Record creation and update rules</div> <div>Routing rules</div>
Manage response time for a case	<div>▼</div> <div>Entitlements</div> <div>Queues</div> <div>Service-level agreements</div>
Guide an agent through stages to resolve a case	<div>▼</div> <div>Business process flows</div> <div>Queues</div> <div>Tasks</div>

Answer:

Answer Area

Requirement	Feature
Automatically open a new case	<div>▼</div> <div>Convert To functionality</div> <div>Record creation and update rules</div> <div>Routing rules</div>
Manage response time for a case	<div>▼</div> <div>Entitlements</div> <div>Queues</div> <div>Service-level agreements</div>
Guide an agent through stages to resolve a case	<div>▼</div> <div>Business process flows</div> <div>Queues</div> <div>Tasks</div>

Explanation:

<https://docs.microsoft.com/en-us/dynamics365/customer-service/automatically-create-update-records?tabs=customerserviceadmincenter>

<https://docs.microsoft.com/en-us/dynamics365/customer-service/customer-service-hub-user-guide-case-sla>

<https://docs.microsoft.com/en-us/dynamics365/customerengagement/on-premises/customize/business-process-flows-overview?view=op-9-1>

QUESTION 118

Hotspot Question

For each of the following statements, select Yes if the statement is true. Otherwise, select No.

NOTE: Each correct selection is worth one point.

Answer Area

Statements	Yes	No
Knowledge management sources are limited to the current Dynamics 365 Customer Service organization.	<input type="radio"/>	<input type="radio"/>
A copy of a knowledge base article can be sent using email from the Dynamics 365 Customer Service app.	<input type="radio"/>	<input type="radio"/>
Knowledge base article content is limited to text with basic formatting.	<input type="radio"/>	<input type="radio"/>

Answer:

Answer Area

Statements	Yes	No
Knowledge management sources are limited to the current Dynamics 365 Customer Service organization.	<input type="radio"/>	<input checked="" type="radio"/>
A copy of a knowledge base article can be sent using email from the Dynamics 365 Customer Service app.	<input checked="" type="radio"/>	<input type="radio"/>
Knowledge base article content is limited to text with basic formatting.	<input type="radio"/>	<input checked="" type="radio"/>

Explanation:

Box 1: No

You can search for knowledge content in external sources.

Business value

Knowledge in organizations is typically spread across multiple sources like SharePoint sites, OneDrive, third-party knowledge management systems, and so on.

The ability to quickly find and share knowledge from as many sources as possible helps agents be more productive and resolve issues for customers more quickly.

Box 2: Yes

You can insert knowledge articles into an email.

Business value

Email is a critical communication channel that support agents use to communicate with customers and a vehicle for sharing knowledge articles. This feature provides agents on Unified Interface with an easy way to insert one or more knowledge articles while working on an email.

Feature details

The legacy web client allows agents working on emails to search for knowledge articles and insert them into the email without losing context. This feature brings this capability into the Unified Interface client. While working on an email, an agent can search and select a knowledge article to include in the email.

Box 3: No

Use the rich text editor to create knowledge articles, format your content, or embed videos and images.

Reference:

<https://docs.microsoft.com/en-us/dynamics365-release-plan/2020wave2/service/dynamics365-customer-service/search-knowledge-content-external-sources>

<https://docs.microsoft.com/en-us/dynamics365-release-plan/2020wave2/service/dynamics365-customer-service/insert-knowledge-articles-into-email>

<https://docs.microsoft.com/en-us/dynamics365/customer-service/customer-service-hub-user-guide-knowledge-article?tabs=customerserviceadmincenter>

QUESTION 119

Customers submit suggestions, questions, and cases to a company by using the following channels:

- Submitting a case in a customer service portal.
- Emailing a support mailbox.
- Calling a telephone number.

The company has two departments. Each department has a defined list of agents. The company distributes all submissions to the correct department.

You need to show the agents how the submissions are stored.

Which format is used for the submissions?

- A. Work orders
- B. Queues
- C. Work items
- D. Activities

Answer: B

Explanation:

Cases are added to a queue.

Select Add to Queue to add a case to a queue.

Reference:

<https://docs.microsoft.com/en-us/dynamics365/customer-service/customer-service-hub-user-guide-create-a-case>

QUESTION 120

A customer creates a new project in Dynamics 365 Project Operations.

The customer needs to add project work items.

You need to specify the duration of the work.

Where should you specify the duration of the work?

- A. Estimates
- B. Summary
- C. Tasks
- D. Resource assignments

Answer: C

Explanation:

<https://docs.microsoft.com/en-us/dynamics365/project-operations/project-management/create-wbs>

QUESTION 121

Hotspot Question

For each of the following statements, select Yes if the statement is true. Otherwise, select No.

NOTE: Each correct selection is worth one point.

Answer Area

Statement	Yes	No
There are four types of transaction classes: Time, Expense, Material, and Fee	<input type="radio"/>	<input type="radio"/>
Automatic invoice schedules are specified on project contracts	<input type="radio"/>	<input type="radio"/>

Answer:

Answer Area

Statement	Yes	No
There are four types of transaction classes: Time, Expense, Material, and Fee	<input checked="" type="radio"/>	<input type="radio"/>
Automatic invoice schedules are specified on project contracts	<input checked="" type="radio"/>	<input type="radio"/>

Explanation:

<https://docs.microsoft.com/en-us/dynamics365/project-operations/pro/sales/contracts-key-concepts-sales>

<https://docs.microsoft.com/en-us/dynamics365/project-operations/sales/invoice-schedules-contract-line>

QUESTION 122

[MB-910 Exam Dumps](#) [MB-910 Exam Questions](#) [MB-910 PDF Dumps](#) [MB-910VCE Dumps](#)

<https://www.braindump2go.com/mb-910.html>

A company plans to use Dynamics 365 Sales out-of-the-box functionality.
 The company wants to use leads to track potential business. Salespeople want an automatic record creation process after qualifying leads.
 You need to identify which records are automatically created.
 Which three record types are automatically created? Each correct answer presents a complete solution.
 NOTE: Each correct selection is worth one point.

- A. Contact
- B. Quote
- C. Project
- D. Account
- E. Opportunity

Answer: ADE

QUESTION 123

Drag and Drop Question

A company plans to replace its existing software with Microsoft products.

You need to recommend an app to accomplish each task.

Which app should you recommend? To answer, drag the appropriate applications to the correct links. Each feature may be used once, more than once, or not at all. You may need to drag the split bar between panes or scroll to view content.

NOTE: Each correct selection is worth one point.

Apps	Answer Area	Task	App
Dynamics 365 Customer Voice		Send a survey	
Dynamics 365 Customer Insights		Identify customers in multiple types of data sources	
Dynamics 365 Sales Insights			

Answer:

Apps	Answer Area	Task	App
		Send a survey	Dynamics 365 Customer Voice
Dynamics 365 Sales Insights		Identify customers in multiple types of data sources	Dynamics 365 Customer Insights

QUESTION 124

Hotspot Question

You are creating segments in Dynamics 365 Marketing.

For each of the following statements, select Yes if the statement is true. Otherwise, select No.

NOTE: Each correct selection is worth one point.

Answer Area

Statements	Yes	No
You can set up dynamic segments to include contacts, leads, and accounts.	<input type="radio"/>	<input type="radio"/>
When you are using a static segment, you must manually pick the members to be included or select by query.	<input type="radio"/>	<input type="radio"/>
The scope of a segment determines if the segment is dynamic or static.	<input type="radio"/>	<input type="radio"/>

Answer:**Answer Area**

Statements	Yes	No
You can set up dynamic segments to include contacts, leads, and accounts.	<input type="radio"/>	<input checked="" type="radio"/>
When you are using a static segment, you must manually pick the members to be included or select by query.	<input checked="" type="radio"/>	<input type="radio"/>
The scope of a segment determines if the segment is dynamic or static.	<input type="radio"/>	<input checked="" type="radio"/>

Explanation:

Box 1: No

Segment is only for contacts.

Box 2: Yes

You can select contacts for a static segment manually or by query.

Box 3: No

Scope is used for a segment to switch between business unit or entire organization. it says nothing about dynamic or static.

QUESTION 125

Hotspot Question

A company plans to use Microsoft Dynamics 365 Marketing. You need to describe app event functionality.

For each of the following statements, select Yes if the statement is true. Otherwise, select No.

NOTE: Each correct selection is worth one point.

Answer Area

Statement	Yes	No
Payment gateways can be configured to work with an event website.	<input type="radio"/>	<input type="radio"/>
Microsoft Teams webinars can be created from Dynamics 365 Marketing.	<input type="radio"/>	<input type="radio"/>
Attendees can book hotel rooms through an event website.	<input type="radio"/>	<input type="radio"/>

Answer:

Answer Area

Statement	Yes	No
Payment gateways can be configured to work with an event website.	<input checked="" type="radio"/>	<input type="radio"/>
Microsoft Teams webinars can be created from Dynamics 365 Marketing.	<input checked="" type="radio"/>	<input type="radio"/>
Attendees can book hotel rooms through an event website.	<input type="radio"/>	<input checked="" type="radio"/>

Explanation:

Events > Logistics > Hotel Room Reservations: Here you can reserve rooms for attendees from among the rooms you have allocated.

Room allocations represent a block of rooms that the hotel has agreed to make available during your event, but you'd still need to contact the hotel to let them know about the reservations.

<https://learn.microsoft.com/en-gb/dynamics365/marketing/event-payment-gateway>

<https://learn.microsoft.com/en-gb/dynamics365/marketing/teams-webinar>

<https://learn.microsoft.com/en-gb/dynamics365/marketing/manage-event-logistic>

QUESTION 126

An online retail company uses Dynamics 365 Marketing.

Customers abandon carts with items after shopping on the company's website. The marketing manager must send an email to these customers to ask if they want to complete the purchase.

You need to select a feature to send the mail.

Which feature should you use?

- A. Segment-based journey
- B. Trigger-based journey
- C. Power Automate desktop flow
- D. Email campaign
- E. Customer interactions timeline

Answer: B

Explanation:

<https://learn.microsoft.com/en-gb/dynamics365/marketing/real-time-marketing-trigger-based-journey>

To illustrate the capabilities of trigger-based journeys, we'll create a personalized, multichannel, trigger-based journey that can be used to bring prospective buyers with abandoned carts back to your website to complete their purchase.

QUESTION 127

Hotspot Question

A company uses Dynamics 365 Sales.

For each of the following statements, select Yes if the statement is true. Otherwise, select No.

[MB-910 Exam Dumps](#) [MB-910 Exam Questions](#) [MB-910 PDF Dumps](#) [MB-910VCE Dumps](#)

<https://www.braindump2go.com/mb-910.html>

NOTE: Each correct selection is worth one point.

Answer Area

Statements	Yes	No
Discount lists are a feature in the product catalog.	<input type="radio"/>	<input type="radio"/>
When creating a product family, you can have only two child levels beneath the primary category.	<input type="radio"/>	<input type="radio"/>
Product bundles can be part of product families.	<input type="radio"/>	<input type="radio"/>

Answer:

Answer Area

Statements	Yes	No
Discount lists are a feature in the product catalog.	<input checked="" type="radio"/>	<input type="radio"/>
When creating a product family, you can have only two child levels beneath the primary category.	<input type="radio"/>	<input checked="" type="radio"/>
Product bundles can be part of product families.	<input checked="" type="radio"/>	<input type="radio"/>

Explanation:

1. <https://learn.microsoft.com/en-gb/training/modules/manage-organize-product-catalog-dynamics-365-sales/5-price-lists>

Microsoft Dynamics 365 product catalog includes price lists

2. <https://learn.microsoft.com/en-gb/training/modules/manage-organize-product-catalog-dynamics-365-sales/4-product-families>

Create as many levels of product families as it wants by creating a family within a family.

3. <https://learn.microsoft.com/en-gb/training/modules/manage-organize-product-catalog-dynamics-365-sales/4-product-families>

Create child products and product bundles within a product family.

QUESTION 128

Hotspot Question

For each of the following statements, select Yes if the statement is true. Otherwise, select No.

NOTE: Each correct selection is worth one point.

Answer Area

Statements	Yes	No
Opportunity stakeholders only represent users who need access to a record.	<input type="radio"/>	<input type="radio"/>
Opportunities can be edited only by users who are part of that record's sales team.	<input type="radio"/>	<input type="radio"/>
An opportunity stakeholder is an example of a connection role.	<input type="radio"/>	<input type="radio"/>

Answer:

Answer Area

Statements	Yes	No
Opportunity stakeholders only represent users who need access to a record.	<input type="radio"/>	<input checked="" type="radio"/>
Opportunities can be edited only by users who are part of that record's sales team.	<input type="radio"/>	<input checked="" type="radio"/>
An opportunity stakeholder is an example of a connection role.	<input checked="" type="radio"/>	<input type="radio"/>

Explanation:

- <https://learn.microsoft.com/en-gb/training/modules/manage-opportunities-dynamics-365-sales/2-create-opportunities>
Stakeholders Contacts in Dynamics 365 who have a vested interest in the opportunity. Stakeholders can include project managers, board members, lawyers, and sponsors.
- <https://learn.microsoft.com/en-gb/training/modules/manage-opportunities-dynamics-365-sales/2-create-opportunities>
Sales team: Internal team members who will be involved in converting the opportunity to a sale.
- <https://learn.microsoft.com/en-us/dynamics365/sales/stakeholders-sales-team-members>
You can add a contact as a stakeholder to the opportunity by selecting New Connection on the subgrid. This creates a connection record between the opportunity and the contact by using the Stakeholder connection role.

QUESTION 129

Hotspot Question

An online drone retailer uses Dynamics 365 Customer Service. The company uses Customer Service Hub and cases to manage their product warranty and return policies.

Customers that purchase a one-year extended warranty for a drone can exchange it twice for another model. To qualify, an exchange must occur within 30 days, on the condition that the drone has less than 100 hours of flight. You need to configure the system.

Which setting should you use? To answer, select the appropriate options in the answer area.

Answer Area

Parameter	Setting
Allocation type	<div>▼</div> <div>Number of cases</div> <div>Hours</div> <div>360</div>
End date	<div>▼</div> <div>Purchase date + 360</div> <div>Purchase date + 30</div>
Total term	<div>▼</div> <div>2</div> <div>30</div> <div>100</div> <div>360</div>

Answer:

Answer Area

Parameter	Setting
Allocation type	<div>▼</div> <div>Number of cases</div> <div>Hours</div> <div>360</div>
End date	<div>▼</div> <div>Purchase date + 360</div> <div>Purchase date + 30</div>
Total term	<div>▼</div> <div>2</div> <div>30</div> <div>100</div> <div>360</div>

Explanation:

Allocation type is cases (exchange the drone), not hours

End Date for this arrangement is the end of the 1 year extended warranty, so purchase date + 360 days

Total Term sets the amount of the Allocation Type = amount of allowed exchange cases = 2

<https://learn.microsoft.com/en-us/dynamics365/customer-service/create-entitlement-define-support-terms->

[MB-910 Exam Dumps](#) [MB-910 Exam Questions](#) [MB-910 PDF Dumps](#) [MB-910VCE Dumps](#)

<https://www.braindump2go.com/mb-910.html>

customer?tabs=customerserviceadmincenter

QUESTION 130

A repair company offers five types of service-level agreements (SLAs). Customers can choose an SLA when they purchase a service contract. You define routing and assignment rules to support the SLAs. A service manager observes that outstanding service requests are not being automatically assigned by the routing rules.

You need to resolve the issue.
 What should you do?

- A. Configure queue item views.
- B. Configure the queue.
- C. Create five new queues.
- D. Create a view for the outstanding requests.

Answer: C

QUESTION 131

Drag and Drop Question

A company uses Dynamics 365 Customer Service. Incoming case records are assigned to queues. Cases need to be assigned to employees based on predetermined criteria.

You need to determine which routing rules to configure.
 Which routing rules should you configure?

To answer, drag the appropriate rule types to the correct needs. Each rule type may be used once, more than once, or not at all. You may need to drag the split bar between panes or scroll to view content.

NOTE: Each correct selection is worth one point.

Answer Area

Rule Types	Need	Rule Type
Prioritization	Updating the priority column on a case based on existing information.	
Skill-based routing	Assignment order when agents have capacity available.	
Work classification		

Answer:

Answer Area

Rule Types	Need	Rule Type
	Updating the priority column on a case based on existing information.	Prioritization
Work classification	Assignment order when agents have capacity available.	Skill-based routing

QUESTION 132

Drag and Drop Question

[MB-910 Exam Dumps](#)
[MB-910 Exam Questions](#)
[MB-910 PDF Dumps](#)
[MB-910VCE Dumps](#)

<https://www.braindump2go.com/mb-910.html>

All employees at a company use Office 365. You are setting up Dynamics 365 Sales for the company. Only some employees will have licenses for Dynamics 365 Sales.

You need to recommend solutions for the company.

What should you recommend? To answer, drag the appropriate solutions to the correct requirements. Each solution may be used once, more than once, or not at all. You may need to drag the split bar between panes or scroll to view content.

Answer Area

Solutions	Requirement	Solution
Microsoft Teams	Ensure that all employees can participate in the lead qualification process.	
Dual-write	Display the latest news about the currently selected Lead record to Dynamics 365 Sales users.	
LinkedIn Sales Navigator	Acquire relevant account information from Dynamics 365 Finance	
Knowledge Articles		

Answer:

Answer Area

Solutions	Requirement	Solution
Dual-write	Ensure that all employees can participate in the lead qualification process.	Microsoft Teams
	Display the latest news about the currently selected Lead record to Dynamics 365 Sales users.	LinkedIn Sales Navigator
	Acquire relevant account information from Dynamics 365 Finance	Knowledge Articles

QUESTION 133

The CEO of a company asks you to provide basic reporting for Dynamics 365 Sales.

The solution must have lists of records and visuals and must also support data from multiple, unrelated tables.

You need to determine how to construct the report.

What should you use?

- A. Microsoft Excel PivotTable
- B. Dynamic worksheet in Microsoft Excel

- C. Dashboard
- D. View

Answer: C

QUESTION 134

Hotspot Question

For each of the following statements, select Yes if the statement is true. Otherwise, select No.

NOTE: Each correct selection is worth one point.

Answer Area

Statements	Yes	No
Knowledge articles are available to all users once they are created.	<input type="radio"/>	<input type="radio"/>
Users can search for knowledge articles from Dynamics 365 Customer Service and the Customer portal.	<input type="radio"/>	<input type="radio"/>
Knowledge articles can have multiple versions.	<input type="radio"/>	<input type="radio"/>

Answer:

Answer Area

Statements	Yes	No
Knowledge articles are available to all users once they are created.	<input type="radio"/>	<input checked="" type="radio"/>
Users can search for knowledge articles from Dynamics 365 Customer Service and the Customer portal.	<input checked="" type="radio"/>	<input type="radio"/>
Knowledge articles can have multiple versions.	<input checked="" type="radio"/>	<input type="radio"/>

QUESTION 135

Drag and Drop Question

A company that provides house cleaning services uses Dynamics 365 Customer Service.

The company wants to set up service scheduling. The company needs to gather the following information:

- Cities in which services are offered.
- Personnel and equipment needed to perform services.
- Availability of personnel.

You need to recommend configuration options.

Which configuration option should you recommend? To answer, drag the appropriate configurations to the correct requirements. Each configuration may be used once, more than once, or not at all. You may need to drag the split bar between panes or scroll to view content.

NOTE: Each correct selection is worth one point.

Answer Area

Configurations	Requirement	Configuration
Organizational units		
Resources	List of cities	
Resource groups	Personnel	
Work hours	Personnel availability	

Answer:

Answer Area

Configurations	Requirement	Configuration
Resources	List of cities	Organizational units
	Personnel	Resource groups
	Personnel availability	Work hours

QUESTION 136

Hotspot Question

A company uses Dynamics 365 Customer Service.

A customer service agent needs to understand how knowledge search works.

How should you explain this feature?

Select the answer that correctly completes the sentence.

Answer Area

The Knowledge search feature uses

▼

Similar cases
 Subjects
 Smart assist
 Microsoft Dataverse search

Answer:

Answer Area

The Knowledge search feature uses

	▼
Similar cases	
Subjects	
Smart assist	
Microsoft Dataverse search	

QUESTION 137

Hotspot Question

For each of the following statements, select Yes if the statement is true. Otherwise, select No.

NOTE: Each correct selection is worth one point.

Answer Area

Statements	Yes	No
The schedule assistant gives preference to specific resources over requirements.	<input type="radio"/>	<input type="radio"/>
Requirements trigger the creation of work orders.	<input type="radio"/>	<input type="radio"/>
Booking alerts display on the Field Service (Dynamics 365) mobile app.	<input type="radio"/>	<input type="radio"/>

Answer:

Answer Area

Statements	Yes	No
The schedule assistant gives preference to specific resources over requirements.	<input checked="" type="radio"/>	<input type="radio"/>
Requirements trigger the creation of work orders.	<input type="radio"/>	<input checked="" type="radio"/>
Booking alerts display on the Field Service (Dynamics 365) mobile app.	<input checked="" type="radio"/>	<input type="radio"/>

QUESTION 138

Hotspot Question

A company is evaluating Dynamics 365 Field Service.

The company must be able to manage technicians that perform onsite repairs at client offices.

You need to understand which product features are available to meet the requirements.

Which feature should you use? To answer, select the appropriate options in the answer area.

[MB-910 Exam Dumps](#)
[MB-910 Exam Questions](#)
[MB-910 PDF Dumps](#)
[MB-910VCE Dumps](#)

<https://www.braindump2go.com/mb-910.html>

NOTE: Each correct selection is worth one point.

Answer Area

Requirement

Feature

Relate an account to a pending job.

	▼
Inspection	
Work order	
Bookable resource	

Diagnose a problem by using a list of questions.

	▼
Inspection	
Work order	
Characteristics	

Answer:

Answer Area

Requirement

Feature

Relate an account to a pending job.

	▼
Inspection	
Work order	
Bookable resource	

Diagnose a problem by using a list of questions.

	▼
Inspection	
Work order	
Characteristics	

QUESTION 139

Hotspot Question

A company uses Dynamics 365 Field Service.

Employees need to schedule bookings while viewing work order details.

Which feature should you recommend?

Select the answer that correctly completes the sentence.

Answer Area

To schedule, use the

	▼
--	---

 feature.

- | |
|----------------------|
| Quick scheduling |
| Schedule board |
| Schedule assistant |
| Booking requirements |

Answer:

Answer Area

To schedule, use the

	▼
--	---

 feature.

- | |
|----------------------|
| Quick scheduling |
| Schedule board |
| Schedule assistant |
| Booking requirements |

QUESTION 140

Hotspot Question

You are using Dynamics 365 Field Service inspections.

For each of the following statements, select Yes if the statement is true. Otherwise, select No.

Answer Area

Statement	Yes	No
Inspections can be completed without internet access.	<input type="radio"/>	<input type="radio"/>
Inspections require new tables and columns.	<input type="radio"/>	<input type="radio"/>
Images can be added to an inspection.	<input type="radio"/>	<input type="radio"/>

Answer:

Answer Area

Statement	Yes	No
Inspections can be completed without internet access.	<input checked="" type="radio"/>	<input type="radio"/>
Inspections require new tables and columns.	<input type="radio"/>	<input checked="" type="radio"/>
Images can be added to an inspection.	<input checked="" type="radio"/>	<input type="radio"/>

QUESTION 141

A company uses Dynamics 365 Field Service. The company sends employees to customer sites for repairs. Work orders are created for repairs. No customizations have been made.

A work order status must be automatically changed to the correct stage with resources are booked.

Which three bookable resource statuses should you use?

Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

- A. Open-Unscheduled
- B. On Break
- C. Closed-Posted
- D. Traveling
- E. Scheduled

Answer: ACE

QUESTION 142

A company uses Dynamics 365 Sales and Dynamics 365 Customer Service.

The management team wants to understand the benefits of the Dynamics 365 App for Outlook.

You need to explain the available features.

Which two features should you explain?

Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

- A. Track an email from Outlook to an existing sales order in Dynamics 365 Sales.
- B. Create a Dynamics 365 email template.
- C. Synchronize an appointment created in Dynamics 365 Sales to Outlook.
- D. Synchronize a custom field in the contact table to a user-defined field in Outlook.

Answer: AC

QUESTION 143

Hotspot Question

A company uses Dynamics 365 Sales.

For each of the following statements, select Yes if the statement is true. Otherwise, select No.

NOTE: Each correct selection is worth one point.

Answer Area

Statement	Yes	No
A business process flow guides you through the out-of-the box lead-to-opportunity sales process when you implement Dynamics 365 Sales.	<input type="radio"/>	<input type="radio"/>
You need to manually create an account record when you qualify an out-of-the-box lead as yes.	<input type="radio"/>	<input type="radio"/>
By default, the system notifies you if a contact already exists when you are entering a duplicate contact record.	<input type="radio"/>	<input type="radio"/>

Answer:

Answer Area

Statement	Yes	No
A business process flow guides you through the out-of-the box lead-to-opportunity sales process when you implement Dynamics 365 Sales.	<input checked="" type="radio"/>	<input type="radio"/>
You need to manually create an account record when you qualify an out-of-the-box lead as yes.	<input type="radio"/>	<input checked="" type="radio"/>
By default, the system notifies you if a contact already exists when you are entering a duplicate contact record.	<input checked="" type="radio"/>	<input type="radio"/>

QUESTION 144

A company uses Dynamics 365 Sales and Dynamics 365 Customer Service apps. Technicians doing repair work should not have access to customer orders and invoices. You need to limit the technicians access to data. Which feature should you use?

- A. Environment-level security
- B. Data loss prevention policy
- C. Role-based security
- D. Row-level security

Answer: C

QUESTION 145

Drag and Drop Question

A company uses Dynamics 365 Customer Service to manage its warehouse and customer service department. The manager wants to improve productivity.

You need to recommend a solution.

Which products should you recommend? To answer, drag the appropriate products to the correct requirements. Each product may be used once, more than once, or not at all. You may need to drag the split bar between panes or scroll to view content.

NOTE: Each correct selection is worth one point.

Products	Requirement	Product
Power BI	Send an email.	
Power Apps	Display case and survey information.	
Power Automate	Perform inventory counts.	
Power Virtual Agents		

Answer:

Products	Requirement	Product
	Send an email.	Power Automate
	Display case and survey information.	Power BI
Power Virtual Agents	Perform inventory counts.	Power Apps

QUESTION 146

Hotspot Question

For each of the following statements, select Yes if the statement is true. Otherwise, select No.

NOTE: Each correct selection is worth one point.

Answer Area

Statement	Yes	No
Omnichannel requires separate workstreams for each channel that is used.	<input type="radio"/>	<input type="radio"/>
When an Omnichannel agent reaches capacity, the agent status shows as available.	<input type="radio"/>	<input type="radio"/>
Call assignments are automatically set to round robin and cannot be changed.	<input type="radio"/>	<input type="radio"/>

Answer:

Answer Area

Statement	Yes	No
Omnichannel requires separate workstreams for each channel that is used.	<input type="radio"/>	<input checked="" type="radio"/>
When an Omnichannel agent reaches capacity, the agent status shows as available.	<input type="radio"/>	<input checked="" type="radio"/>
Call assignments are automatically set to round robin and cannot be changed.	<input type="radio"/>	<input checked="" type="radio"/>

QUESTION 147

Hotspot Question

A company plans to implement a solution to send a survey after a case is closed.

The survey tool must send the survey with the case number, contact name, and results linked to the case record.

You need to create the survey.

Which tools or components should you use for each requirement? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Answer Area

Requirement

Select the survey tool.

Create the name and case number fields.

Tool or component

▼
Dynamics 365 Customer Voice
Dynamics 365 Customer Insights
Omnichannel for Customer Service

▼
Action
Variable
Expression
Advanced option

Answer:

Answer Area

Requirement

Select the survey tool.

Create the name and case number fields.

Tool or component

▼
Dynamics 365 Customer Voice
Dynamics 365 Customer Insights
Omnichannel for Customer Service

▼
Action
Variable
Expression
Advanced option

QUESTION 148

Drag and Drop Question

A company schedules technicians by using Dynamics 365 Field Service.

You need to demonstrate to the customer which tools are used for the different scheduling types.

Match each tool to its scheduling type.

To answer, drag the appropriate tool from the column on the left to its scheduling type on the right. Each tool may be used once, more than once, or not at all. Each correct match is worth one point.

Tools

Schedule board
Resource requirements
Schedule assistant
Resource scheduling optimization

Answer Area

Scheduling Type

Manual

Semi-Automated

Fully Automated

Tool

Answer:

Tools

Resource requirements

Answer Area

Scheduling Type

Manual

Semi-Automated

Fully Automated

Tool

Schedule board
Schedule assistant
Resource scheduling optimization

